

**INFORMATIONAL LETTER NO. 2138-MC-FFS**

**DATE:** June 5, 2020

**TO:** Iowa Medicaid Integrated Health Homes (IHH), Iowa Medicaid Home- and Community-Based (HCBS) Case Management Providers, Community Based Case Managers (CBCM), and Targeted Case Managers (TCM)

**APPLIES TO:** Managed Care (MC) and Fee-for-Service (FFS)

**FROM:** Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

**RE:** HCBS Service Plan Reviews

**EFFECTIVE:** Immediately

To ensure compliance with the 1915 (c) Waivers assurances 42 CFR §441.301 and §441.302 Appendix G for the HCBS Waiver Application, the Department has added an additional reporting metric related to the prevention of abuse, neglect, and exploitation designed to support the health and welfare of our members. This change includes a measurement of how members have been informed on how to report abuse, neglect, exploitation and unexplained death during their service plan reviews.

This measure will be captured during existing Quality Assurance service plan reviews conducted by the Quality Improvement Organization (QIO) as well as the Managed Care Organizations (MCO). Case managers will be expected to provide this information to members and document this information was provided within the service plan. Service plans determined not to have this information present during the QA process will be returned for correction.

Questions about HCBS Service Plan Reviews can be submitted to [hcbswaiver@dhs.state.ia.us](mailto:hcbswaiver@dhs.state.ia.us).